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PATENT


IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application : Laurence J. Fromm
Serial No. : 09/595,697
Filed : June 16, 2000
For : Method and Apparatus for Controlling a
Contact Center
Examiner : Al Aubaidi, Rasha S.
Attorney's Docket : CELLIT-005XX
Group Art Unit : 2642

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5-7-04

By


Daniel J. Bourque
Registration No. 35,457
Attorney for Applicant

REMOVAL OF SMALL ENTITY STATUS PURSUANT TO 37 C.F.R. §1.27(g)(2)


Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

Patentee respectfully requests removal of small entity status pursuant to 37 C.F.R. §1.27(g)(2). Applicant submits that there has been no attempt to fraudulently establish small entity status but rather that a recent corporate merger prevents Applicant from claiming small entity at this time.

Respectfully submitted,

By


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Date:

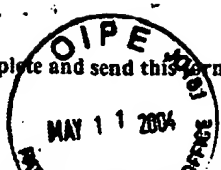
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Bourque & Associates PA
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Patricia L. Hillery	(Depositor's name)
Patricia L. Hillery	(Signature)
May 7, 2004	(Date)

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/595,697	06/16/2000	Laurence J. Fromm	CELLIT-005XX	1727

TITLE OF INVENTION: METHOD AND APPARATUS FOR CONTROLLING A CONTACT CENTER

APPLN. TYPE	SMALL ENTITY	ISSUE FEE	PUBLICATION FEE	TOTAL FEE(S) DUE	DATE DUE
nonprovisional	YES	3665 1330	\$0	3665 1330	06/07/2004
EXAMINER	ART UNIT	CLASS-SUBCLASS			
AL AUBAIDI, RASHA S	2642	379-265000			

1. Change of correspondence address or indication of "Fee Address" (37 CFR 1.363).

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Bourque & Associates, P.A.

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Concerto Software, Inc.

Westford, MA

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